



Creating Housing Stability Through The Implementation of Critical Time Intervention (CTI)

Meet your presenters...

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So... Who is in the audience?



What we hope you will learn today...

- What Critical Time Intervention (CTI) is and how DWC has used it
- How you might be able to use the model in your own work
- The impact CTI has made on clients
- The meaning this work has provided DWC staff

Critical Time Intervention (CTI)

What is CTI?

- *Time-limited case management model designed to prevent homelessness in people with mental illness after institutional discharge or placement in housing.*
- *Grew out of experience working in large shelters in New York City during early 1990s.*
- *Recognized as an Evidence-Based Practice (EBP).*



Worldwide Implementation

- New York City and New York State
- State mental health departments in Idaho, Illinois, and Missouri
- Prison system in the United Kingdom
- Favelas in Brazil



And now...

- The first application of CTI in Los Angeles is at the Downtown Women's Center which focuses on chronically homeless women once they have transitioned into permanent housing.

CTI in Los Angeles...

- Funded by the Conrad N. Hilton Foundation and Fannie Mae
- Supported by Corporation for Supportive Housing, Los Angeles County Department of Mental Health, and Housing Innovations
- Evaluation provided by Harder+Company
- Downtown Women's Center as provider

Implementation of CTI at DWC

Founded in 1978, DWC is the only resource in Los Angeles that is exclusively dedicated to serving the unique needs of homeless and very low-income women in downtown Los Angeles' Skid Row community.

- First pilot implementation of CTI in Los Angeles
- DWC has two CTI case managers and provides the CTI services
- Started in January 2011

DWC's CTI project...

- Goal to serve 80 women in the Skid Row area
- Served 48 women to date
- Enrollment occurs when they move into permanent housing
- Housed at DWC's San Pedro Street Home, Ford Hotel, neighborhood permanent housing units, and (soon) DWC's Los Angeles Street Home

DWC's CTI project...

- Provide CTI services according to the fidelity model
- Provide linkage to services in community
- DWC offers medical, mental health, vocational, educational, and basic services
- DWC offers collaborative residence, property management and maintenance services that aligns with CTI fidelity and DWC's mission

Key CTI Program Elements

- Addresses natural discontinuity in support experienced during transition (out of hospitals, shelters, prisons, and other institutions)
- Transition treated as a “critical time”
- Practice is time-limited
- Lasts 9 months
- 3 distinct phases with an established purpose and key activities
- Minimal case load is encouraged (roughly 10-15)
- Focus on housing stability and avoiding recurrent homelessness

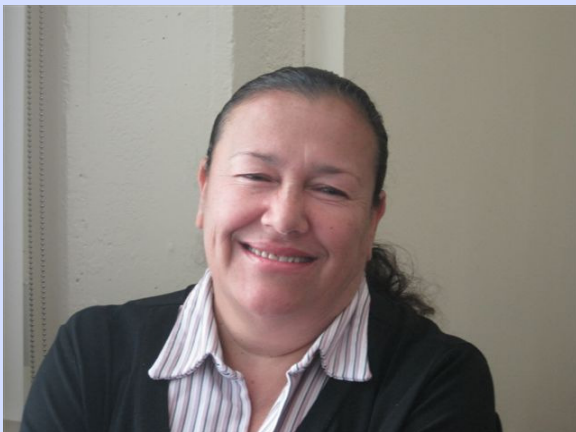
9 Month Model

CTI is carried out in **three distinct phases spanning nine months** as described below:

Phase	1. Transition	2. Try-Out	3. Transfer of Care
Timing	Months 1-3	Months 4-7	Months 8-9
Purpose	Provide specialized support and implement transition plan	Facilitate and test client's problem-solving skills	Terminate CTI services with support network safely in place
Activities	<ul style="list-style-type: none">▪ CTI worker makes home visits▪ Accompanies clients to community providers▪ Meets with caregivers▪ Substitutes for caregivers when necessary▪ Gives support and advice to client and caregivers▪ Mediates conflicts between client and caregivers	<ul style="list-style-type: none">▪ CTI worker observes operation of support network▪ Helps to modify network as necessary	<ul style="list-style-type: none">▪ CTI worker reaffirms roles of support network members▪ Develops and begins to set in motion plan for long-term goals (e.g. employment, education, family reunification)▪ Holds party/meetings to symbolize transfer of care

Impact of CTI on Clients and Staff

- How CTI impacts service delivery to clients
- Review of case example



- Rewards and challenges of utilizing CTI in Los Angeles